



FOR IMMEDIATE RELEASE:

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## **Mutare Expands Voicemail-to-Text Offering with Fully-Automated, Behind the Firewall Solution**

Schaumburg, IL November 16, 2009 – Mutare Software today announced the release of its fully-automated voicemail-to-text solution for business users. Combining the unified messaging capabilities of Mutare's Enabled VoiceMail ([EVM](#)) with [Ditech Networks'](#) fully-automated, on-premise PhoneTag conversion system, auto voice-to-text rounds out Mutare's full complement of speech to data offerings, ranging from on-premise automated to agent-assisted, in the cloud for enhanced transcription accuracy. Mutare's voicemail-to-text offering is compatible with a wide range of voicemail platforms including Avaya, Nortel, Cisco, Shortel and others.

Mutare Software's voicemail-to-text solution speeds voicemail processing time, turning voicemail into data that can be easily saved, forwarded, archived and searched with the same ease and convenience of email. Now, with the addition of a behind-the-firewall solution, Mutare has expanded its reach to markets that previously were closed to cloud-based processing of voicemail data.

"Enterprises are increasingly looking to voicemail-to-text services as a way to improve efficiency," said Ben Crown, President of Mutare Software. "This new service addresses a compelling need for many customers who want voicemail-to-text but require the security of a fully automated solution behind the firewall."

"From the very beginning we have been working towards the point where our cloud based software was efficient enough to run on the enterprise location," said James Siminoff, Chief Strategy Officer of Ditech Networks. "The integration of PhoneTag's automated solution and Mutare's EVM, has taken that vision and turned it into reality."

Click [Here](#) for a video presentation of the Mutare voicemail-to-text solution

### **About Mutare Software**

Mutare Software develops enterprise connectivity solutions that leverage an organization's existing communications infrastructure, enabling customers to unify communications, streamline processes, increase productivity and provide outstanding service. Among the hallmarks of a Mutare solution is the sophistication of its design paired with ease of deployment and use. Since its founding in 1989, Mutare Software has built a reputation for personalized service and

immediacy, with more than two thousand applications currently installed worldwide. Visit [www.mutare.com](http://www.mutare.com)

### **About Ditech Networks**

Ditech Networks is revolutionizing modern communications with advanced voice processing solutions and voice applications that offer network and speech quality enhancement, voice call control, speech-powered web access, voice-to-text services, and more. Ditech believes in the power and simplicity of human speech. Its technology is designed to deliver compelling voice capabilities to emerging forms of communication like social networking and text messaging, allowing consumers to use voice in ways that make sense in today's Web 2.0-savvy world.

Leveraging over 20 years of deployments with communications providers around the world, Ditech offers unique, effective products and services that put the subscriber's experience first, assisting carriers with revenue generation, service differentiation, network expansion and call capacity. Ditech's customers include Verizon, Sprint/Nextel, Orascom Telecom, AT&T, China Unicom, Global Crossing and West Corporation. Ditech Networks is headquartered in Mountain View, California. For more information, visit [www.ditechnetworks.com](http://www.ditechnetworks.com).

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